

## INTERCHANGE VACATION CLUB STANDARD BOOKING CANCELLATION TERMS

The Interchange Vacation Club booking cancellation terms have been updated, in line with the Interchange Vacation Club constitution and the revised terms are outlined below.

If a cancellation request is received **less than 30 days (4 weeks)** before the confirmed check in date, the Points used for the booking will be forfeited and if received **30 days( 4 weeks) or more** before the confirmed check in date, the Points used for the booking will be returned to the Member account for future bookings until their expiry date.

When a booking is cancelled, the User Charge will be credited back to the Member's User Charge account less 15% of the User Charge payable for that booking and Select Members will be charged 15% of the amount payable for the booking.

CANCELLATION NOTICE RECEIVED	More than 30 days (4 weeks ) prior to the confirmed check in date	less than 30 days (4 weeks) prior to the confirmed check in date
<b>POINTS PENALTY</b>	Points used for the booking returned	Points used for the booking forfeited
<b>USER CHARGE PENALTY</b>	User charge credited back to user charge account less 15%* cancellation penalty	
	<i>Select Members: 15% of the amount payable for the booking.</i>	

## CANCELLATION PROTECTION OPTION – NEW

Over the last couple of years, due to the constantly changing travel restrictions many members unfortunately had to cancel their bookings at the last minute and forfeit their Points and User charge.

Our Member services consultants will now be offering an optional a cancellation protection option (CPO) to Members at the time a booking is made.

The CPO has been introduced so members can confidently book a holiday knowing they can make changes to the booking up to 72 hours before the check in date without any penalties it should therefore provide some peace of mind not only at the time of making a booking but also during the time leading up to a holiday.

- The CPO costs \$34AUD per confirmed booking and if purchased with a booking, it will allow members to amend or cancel that booking, up to 72 hours before the confirmed check in date, with no penalties. The Points and User Charge utilised for the booking will be credited back to their account and can be used, up to their original expiry date, for future bookings.
- The CPO can only be purchased at the time a booking is made; it is not transferrable to a new booking or to an already confirmed booking.
- The CPO offer only applies to bookings where Points and User Charge are used; it is not offered for Bonus week bookings. Our Member Services Consultants will let you know whether CPO can be applied to your reservation at the time of confirming your booking.
- The CPO is optional, Members can choose to purchase the CPO or not with each booking, however once purchased it cannot be transferred to another booking.
- If the CPO is not purchased for any particular booking, in the event of cancellation, the standard cancellation terms above will apply.

WITH THE CANCELLATION PROTECTION OPTION		
CANCELLATION NOTICE RECEIVED	Upto 72 prior to confirmed check in date	Less than 72 hours prior to confirmed check in date
<b>POINTS PENALTY</b>	Points used for the booking returned	Points used for the booking forfeited
<b>USER CHARGE PENALTY</b>	User charge credited back to user charge account	User charge credited back to user charge account less 15%* <b>cancellation penalty.</b>
	<b>Select Members: full refund of the amount paid</b>	<b>Select Members: 15% of the amount payable for the booking.</b>